



July 15, 1999

LOUIS W LOPEZ
CLARK TECHNOLOGI
SUITE D
13715 MURPHY RD
MEADOWS PLACE, TX 77477
UNITED STATES

Dear LOUIS:

Congratulations on achieving the Certified Novell Salesperson (CNS) certification and welcome to the CNS community! Your CNS certification is a major step to expanding your career in selling Novell's Directory-Enabled Networking solutions. We recognize your dedication and effort to become a CNS and we appreciate your commitment to Novell's products and solutions.

Novell Channel Academy

As a Certified Novell Salesperson, you will continue to build your career by keeping current in Novell's latest products and solutions. Novell has created a Web site where you can do just that. At www.novell.com/channel/academy, you will find up-to-date information, announcements, sales tools and continuing education materials that are important in keeping you current on Novell. For example, there you'll find Novell Channel Academy Courselets. These are product or solution specific courses that give you a fast way to get up to date on new technology or solutions. Channel Academy Live is a monthly tele-web broadcast that allows you to interact directly with the people at Novell who are responsible for specific solutions. Novell Channel Academy Sales Aids are brief documents that give you important information about Novell solutions. These and other materials are there to ensure your continued growth and education on selling Novell solutions.

We encourage you to frequently check the Channel Academy Web page for the latest information on Novell solutions and training opportunities in your area.

Your Certification ID number is: 6428402

Your PIN is: ~~XXXX~~

Personal Information

As a CNS, you won't want to miss any opportunity to receive the latest information from Novell. I encourage you to update your mailing and e-mail addresses. We will be sending information to you, so please make sure we have your correct mailing address. You can edit or verify your personal information at <http://education.novell.com> using the ID and PIN listed above. Just select the option to check your personal information and status.

We appreciate your support and look forward to working closely with you. If you have suggestions on how we can improve our channel training services, please send e-mail to channelacademy@novell.com.

Sincerely,

Ladd Timpson
Director, Field and Channel Training